

# Amendment 415

## Contract No. 229944

### **To the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System**

This Amendment 415 to the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System is entered into this 7<sup>TH</sup> day of NOVEMBER, 2018, by and between Vix Technology (USA) Inc (formerly known as ERG Transit Systems (USA) Inc), a California corporation and wholly owned subsidiary of Vix Mobility Pty Ltd, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

### **Recitals**

- A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.
- B. The Agencies and the Contractor desire to amend Section VI of Exhibit 9, Price Schedule Special Programs, to compensate the Contractor for the work necessary to delete expired credit card accounts. This work is performed per PA-ROF *Delete Expired Credit Card Accounts (CR-13839)* v5.9 as approved by the Agencies on August 31, 2018.
- C. The Parties agree that the Work necessary to delete the credit card accounts will be performed and compensated as described below.

## **Agreement**

### **Section 1.0 Description of Work**

#### **Email**

- 1.1 The “Update ORCA Autoload Billing Information” email body will be updated to show the ORCA card serial numbers associated with the funding source being cancelled. This will apply to both 5 day and 15 day warning emails. *Agencies to provide text.*
- 1.2 The “ORCA Autoload Cancelled” (Autoload payment failure) email body will be updated to state that any other associated Autoloads will be cancelled and will show the ORCA card serial numbers associated with the funding source. *Agencies to provide text.*
- 1.3 The “ORCA Autoload Cancelled” (expired credit card) email body will be updated to state the last four digits of the expired credit card, that the expired credit card has been removed, that any other associated Autoloads will be cancelled and will show the ORCA card serial numbers associated with the funding source. *Agencies to provide text.*
- 1.4 A new system generated email type will be created that is intended to notify the Agency financial representatives when an Autoload request is processed that has no associated funding source. *Agencies to provide:*
  - *Recipient email address(es)*
  - *Subject*
  - *Body*

#### **Funding Source Management**

The following section contains terminology pertaining to the removal of funding sources from the ORCA system.

- Funding sources will first be marked for removal prior to being removed. The intention of this approach is to allow Autoload requests that may have already been generated but not yet received by the ORCA system an opportunity to be processed, and to provide time for devices to receive new CD
- Funding sources will be removed from the system 14 days later from when marked, whereby:
  - System stored credit card number will be cleared up to the last four digits
  - PII pertaining to the funding source will be cleared (i.e. cardholder name, billing address details, email address)
  - Funding source reference number, credit card type and expiry date will be retained

- When tokenization is implemented, the payment token will be removed
- A process will run daily that will check for funding sources that have been marked for removal and will trigger the removal action.
  - Funding sources marked for removal (but not yet removed) will still be available for Autoload request processing (since the required details are still available). These funding sources will not be available for Autoload setup, though a new funding source could be created by the user with the exact same credit card details.
  - For funding sources that have been marked for removal and are pending removal, at the time of removal, the system will perform the following:
    - Check for pending ‘Configure Autoload’ (cancel) work orders
    - Check for expired ‘Configure Autoload’ (cancel) work orders
    - Check for active Autoloads
    - Check for pending ‘Configure Autoload’ (enable) work orders
  - Following these checks:
    - Funding sources with active Autoloads or pending ‘Configure Autoload’ (enable) work orders will not be removed and the marked for removal flag will be cleared
    - Funding sources with pending or expired ‘Configure Autoload’ (cancel) work orders will still be considered as being associated with Autoloads, and thus, will not be removed (until there are no active Autoloads). The marked for removal flag will remain set, except when
    - Funding sources that are not expired and have been marked for removal for a period of greater than 60 days and still have active Autoloads (i.e. ‘Configure Autoload’ (cancel) work orders that have expired) will be unmarked for removal. Thus, to users, these funding sources will be visible and available for use.
    - For expired funding sources, Configure Autoload (cancel) work orders will only be generated for Autoloads associated with funding sources that expired in the past month.

- 1.5 On the first day of each month, expired funding sources will be marked for removal from the ORCA system.
- 1.6 On the first day of each month, valid funding sources that are not associated to Autoloads will be marked for removal from the ORCA system.
- 1.7 A failed Autoload NSF event will be generated by the system when an Autoload request is processed that has no associated funding source or the funding source has been removed (the request will be marked as being in error and not sent to Cybersource for batch processing). Note, NSF events are generated for all cards, but are only visible on AGW if a card is registered.
- 1.8 A ‘Configure Autoload’ (cancel) work order will be generated for a given ORCA card/product for failed Autoload request that have no associated funding source or the funding source has been removed.

### **Call Center Website**

- 1.9 The Static text on the Add Autoload – To Be Read to Customers page will be updated. *Agencies to provide text.*
- 1.10 Static text on the Add New Autoload page will be updated. *Agencies to provide text.*
- 1.11 Static text on the Update Autoload page will be updated. *Agencies to provide text.*
- 1.12 Static text on the Update Credit Card Details page will be updated. *Agencies to provide text.*
- 1.13 Static text on the Add/Update Autoloads – To Be Read to Customers page will be updated. *Agencies to provide text.*
- 1.14 Static text on the Cancel Autoload page will be updated. *Agencies to provide text.*
- 1.15 Static text on the setup/update/cancel Autoload confirmation pages will be updated. *Agencies to provide text.*
- 1.16 The Delete Credit Card function on the Update Credit Card Details page will be updated to allow the user to remove a funding source that is currently in use for other Autoloads. All Autoloads associated to this funding source (active or pending) will be cancelled and the funding source will be marked for removal.

Note, unlike the Cardholder website, the Call Center website does currently allow a user to update a pending Autoload (and thus, access to the Delete Credit Card function is available). It also allows the user access to the Delete Credit Card function. 1.5 & 1.6 should address the management of funding sources that are not associated with Autoloads.

1.17 The Add New Autoload and Update Autoload pages will be updated so that expired, marked for removal and removed funding sources are no longer displayed in the Existing Credit Card dropdown.

### **Cardholder Website**

1.18 The Static text on the Balance page will be updated. *Agencies to provide text.*

1.19 The Static text on the Autoload – Before We Start page will be updated. *Agencies to provide text.*

1.20 Static text on the Set Up or Change Autoload Online page will be updated. *Agencies to provide text.*

1.21 The Autoload Authorization Terms and Conditions static text will be updated. *Agencies to provide text*

1.22 Static text on the Add Autoload Online page will be updated. *Agencies to provide text.*

1.23 Static text on the Change Autoload Online page will be updated. *Agencies to provide text.*

1.24 Static text on the Change Autoload Online – Update Credit Card Details page will be updated. *Agencies to provide text.*

1.25 Static text on the Cancel Autoload Online – Autoload Stopped page will be updated. *Agencies to provide text.*

1.26 Static text on the setup/update/cancel Autoload confirmation pages will be updated. *Agencies to provide text.*

1.27 The Delete Credit Card function on the Update Credit Card Details page will be updated to allow the user to remove a funding source that is currently in use for other Autoloads. All Autoloads associated to this funding source (active or pending) will be cancelled and the funding source will be marked for removal.

Note, the Cardholder website currently does not allow a user to update a pending Autoload (and thus, access to the Delete Credit Card function is not available), however, it does allow a user to cancel a pending Autoload, even if that funding source is used for other Autoloads. 1.5 & 1.6 should address the management of funding sources that are not associated with Autoloads.

1.28 The Add Autoload Online and Update Autoload Online pages will be updated so that expired, marked for removal and removed funding sources are no longer displayed in the Existing Cards dropdown.

## **Customer Service Terminal (CST)**

1.29 Autoload setup and modify functionality on the CST will be removed. The Autoload cancel functionality will be retained.

### **Static Text**



Static Text Changes  
for CR13839 Delete

### **System Impact**

The solutions provided in this document have been designed for the ORCA system prior to the implementation of CR-12243 Cybersource Tokenization. Any changes/impact to the system as a result of CR-12243 Cybersource Tokenization will be defined in the scope of that work package.

Currently the ORCA system retains all credit card information, including PAN and credit card PII data (such as billing address). Following the implementation of this CR, this data will be removed from the system. This may affect:

- The Agencies capacity to query and analyze this data (i.e. for criminal investigations)
- Cardholders when viewing existing credit card details online (during Autoload setup/maintenance)

NSF events may occur with increased frequency due to changes being introduced in this CR, namely, allowing cardholders to delete funding sources on ORCA cards with active Autoloads.

Agencies to consider any changes to the ORCA Autoload Authorization Form ([https://www.soundtransit.org/sites/default/orca\\_autoload.pdf](https://www.soundtransit.org/sites/default/orca_autoload.pdf)) due to changes introduced in this CR.

### **Documentation Updates**

The following documents will be updated as a result of this solution:

- SEA-01539 ORCA Call Center Website Functional Specification
- SEA-01438 ORCA Cardholder Website Functional Specification

### **Section 2.0 Schedule**

2.1 The Work described in Section 1.0 will be completed by December 31, 2018

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the sufficiency of which is hereby acknowledged, the Parties hereby agree to amend the Contract as follows:

## **Section 3.0 Compensation Changes**

Section VI (Implementation) of Exhibit 9, Price Schedule, is hereby amended to read as follows:

## **VI. IMPLEMENTATION**

### **SPECIAL PROGRAMS**

LUMP SUM COST
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#### **Amendment No. 415**

Delete Expired Credit Card Accounts	
<b>TOTAL</b>	<b>\$151,433</b>

## **Section 4.0 Other Terms and Conditions**

All other provisions of the Contract not referenced in this Amendment Four Hundred and Fifteen shall remain in effect.

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: *Daryl Goggin*  
Its: *General Manager*  
Date: *NOV 1, 2018*

The Agencies

By: *Clayt Horne*  
Their: *exec of operations manager*  
On behalf of the Agencies  
Date: *11/7/2018*